

ICANS Deployment Support Meeting Minutes 1/5/2018

Attendees: Seth Schreiber, Robert Willingham, Anna Van Skike, Lynn Thompson (Region 1)

- ICANS usage in 2018
 - Region 1 has not used ICANS since the pilot and is not reporting any issues
 - Region 3 and Region 4 are the only regions to use ICANS thus far in 2018
- Bugs and Issues
 - There are no critical bugs currently reported effecting ICANS
 - As ICANS is used more in the production environment the Help Desk is relying on users to report any issues or bugs so that they can be fixed.
- Questions
 - Region 1 asked where the client address should be updated (ICANS or WITS)
 - For DBH, the client address should always be updated in WITS prior to beginning the CANS in ICANS as the address will be set to the address at the time that the CANS is created and cannot be updated on the CANS after it is created.
 - Region 1 asked what to do is the address needs to be changes once the CANS is created, but not yet finalized.
 - If the client address needs to be updated after the CANS is created, there are two options:
 - 1) Update the client address in WITS, then go into ICANS and create a new CANS which will set the previous one to closed-incomplete, and proceed with the new CANS.
 - 2) Update the client address in WITS, then contact the Automation Help Desk and request that the in-progress CANS be deleted. Once the ICANS has been deleted, create the new CANS.